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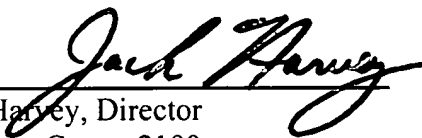
SEP 30 2011

TECHNOLOGY CENTER 2100

In re U.S. Patent of:)	
Frank GALDES, et al.)	
Application No. 09/137,989)	NOTIFICATION OF PRIOR ART
Filed: August 21, 1998)	CITATION UNDER 37 C.F.R. § 1.501
U.S. Patent No. 6,177,932)	
Issued: January 23, 2001)	

A citation of prior art under 37 C.F.R. § 1.501 has been filed by a third party on May 19, 2011 in the above-identified patent, entitled "METHOD AND APPARATUS FOR NETWORK BASED CUSTOMER SERVICE".

Any inquiry concerning this decision should be directed to Vincent N. Trans whose telephone number is (571) 272-3613.



Jack B. Harvey, Director
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